

CAREER GUIDE FOR HUMAN RESOURCE ASSISTANTS; EXCEPT PAYROLL AND TIMEKEEPING

SOC Code: 43-4161

Pay Band: 3 ([Salary Structure](#))

Standard Occupational Description: Compile and keep personnel records. Record data for each employee, such as address, weekly earnings, absences, amount of sales or production, supervisory reports on ability, and date of and reason for termination. Compile and type reports from employment records. File employment records. Search employee files and furnish information to authorized persons.

Human Resource Assistants; Except Payroll And Timekeeping positions in the Commonwealth are assigned to the following Role in the [Administrative and Office Support Career Group: Administrative and Office Specialist III](#)

While most Human Resource Assistant positions within the Commonwealth are located within the Administrative and Office Support Career Group, individuals may want to pursue other opportunities within the Commonwealth depending upon individual training, education, knowledge, skills, abilities, and interests. The Administrative and Office Support Career Group is a “feeder” Career Group for many other administrative and/or specialty Career Groups.

Other Career Group(s) that may be of interest are:

[Human Resource Services](#)

[Financial Services](#)

[General Administration](#)

[Land Acquisition and Property Management](#)

[Policy Analysis and Planning](#)

[Procurement Services](#)

SKILLS, KNOWLEDGE, ABILITIES AND TASKS

(Technical and Functional Expertise)

Skills

Note: The technical and functional skills listed below are based on general occupational qualifications for **Human Resource Assistants; Except Payroll And Timekeeping** commonly recognized by most employers. Typically, you will not be required to have all of the skills listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.

1. Understanding written sentences and paragraphs in work related documents.
2. Talking to others to convey information effectively.
3. Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
4. Communicating effectively in writing as appropriate for the needs of the audience.
5. Motivating, developing, and directing people as they work, identifying the best people for the job.
6. Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
7. Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Knowledge

Note: The technical and functional knowledge statements listed below are based on general occupational qualifications for **Human Resource Assistants; Except Payroll And Timekeeping** commonly recognized by most employers. Typically, you will not be required to have all of the knowledge listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.

The Knowledge of:

1. Administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
2. Principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
3. The structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
4. Arithmetic, algebra, geometry, calculus, statistics, and their applications.
5. Business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
6. Principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
7. Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Abilities

Note: The technical and functional abilities listed below are based on general occupational qualifications for **Human Resource Assistants; Except Payroll And Timekeeping** commonly recognized by most employers. Typically, you will not be required to have all of the abilities listed to be a successful performer. Recruitment and selection standards for an individual state job must be based on the specific knowledge, skills, and abilities for that job as indicated in the job announcement and job description in the Employee Work Profile.

The Ability to:

1. Listen to and understand information and ideas presented through spoken words and sentences.
2. Speak clearly so others can understand you.
3. Read and understand information and ideas presented in writing.
4. Communicate information and ideas in speaking and in writing so others will understand.
5. See details at close range (within a few feet of the observer).
6. Apply general rules to specific problems to produce answers that make sense.
7. Concentrate on a task over a period of time without being distracted.
8. Quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.
9. Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
10. Tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
11. Generate or use different sets of rules for combining or grouping things in different ways.
12. Identify and understand the speech of another person.

13. Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
14. Remember information such as words, numbers, pictures, and procedures.
15. Shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
16. Come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
17. Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.

Tasks

Note: The following is a list of sample tasks typically performed by a **Human Resource Assistant; Except Payroll And Timekeeping**. Employees in this occupation will not necessarily perform all of the tasks listed.

1. Answer questions regarding examinations, eligibility, salaries, benefits, and other pertinent information.
2. Arrange for advertising or posting of job vacancies, and notify eligible workers of position availability.
3. Compile and prepare reports and documents pertaining to personnel activities.
4. Examine employee files to answer inquiries and provide information for personnel actions.
5. Explain company personnel policies, benefits, and procedures to employees or job applicants.
6. Gather personnel records from other departments and/or employees.
7. Inform job applicants of their acceptance or rejection of employment.
8. Process and review employment applications in order to evaluate qualifications or eligibility of applicants.
9. Process, verify, and maintain documentation relating to personnel activities such as staffing, recruitment, training, grievances, performance evaluations, and classifications.
10. Provide assistance in administering employee benefit programs and worker's compensation plans.
11. Record data for each employee, including such information as addresses, weekly earnings, absences, amount of sales or production, supervisory reports on performance, and dates of and reasons for terminations.
12. Request information from law enforcement officials, previous employers, and other references in order to determine applicants' employment acceptability.
13. Administer and score applicant and employee aptitude, personality, and interest assessment instruments.
14. Arrange for in-house and external training activities.
15. Interview job applicants to obtain and verify information used to screen and evaluate them.
16. Prepare badges, passes, and identification cards, and perform other security-related duties.
17. Search employee files in order to obtain information for authorized persons and organizations, such as credit bureaus and finance companies.
18. Select applicants meeting specified job requirements and refer them to hiring personnel.

INTERESTED?

Like people, occupations have traits or characteristics. These characteristics give important clues about the nature of the work and work environment, and give you an opportunity to match your own personal interests to a specific occupation. When you choose a job in an occupation that matches your own interests you have taken an important step in planning a successful and rewarding career.

Jobs in this technical occupation are considered **Conventional, Enterprising, and Social**.

The work is **Conventional** because it frequently involves following set procedures and routines. This occupation can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.

The work is **Enterprising** because it frequently involves starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.

The work is **Social** because it frequently involves working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.

LICENSURE, REGISTRATION, OR CERTIFICATION REQUIREMENTS

Generally this is not required for Human Resource Assistants; Except Payroll And Timekeeping positions in state government. Certification from one of the two main US Human Resources associations is available and may be preferred by some employers. Check with the specific state employer regarding licensure, registration, or certification requirements. However, if you're interested in career opportunities as a Human Resource Assistant; Except Payroll And Timekeeping or a related field of study you should consider including certification and/or licensure in your self-development plan.

In the human resources discipline area, you may want to consider earning a certification from one of the two major HR associations in the US: the Society for Human Resource Management (SHRM) and The International Public Management Association for Human Resources (IPMA-HR).

SHRM offers two professional certifications:

1. Professional in Human Resources (PHR)
2. Senior Professional in Human Resources (SPHR)

Information regarding these two certifications is available from SHRM at: 1800 Duke Street, Alexandria, Virginia 22314 USA, (800) 283-SHRM; visit the SHRM customer service web link at [Contact SHRM](#) ; or visit the SHRM main web site at: <http://www.shrm.org/>

The IPMA-HR also offers two certifications:

1. IPMA-Certified Professional (IPMA-CP)
2. IPMA-Certified Specialist (IPMA-CS)

Information regarding these two certifications is available from IPMA-HR at: 1617 Duke Street, Alexandria, VA 22314, Phone: (703) 549-7100; visit the IPMA-HR certification web page at <http://www.ipma-hr.org/index.cfm?navid=241>; or visit the IPMA-HR main web site at: <http://www.ipma-hr.org>.

EDUCATIONAL, TRAINING, AND LEARNING OPPORTUNITIES

Some previous work-related skill, knowledge, or experience may be helpful in this occupation, but usually is not needed. Employees in this occupation need anywhere from a few months to one year of working with experienced employees. This occupation often involves using your knowledge and skills to help others. It usually requires training in a vocational school or related on-the-job experience. An associate's degree may be preferred by state employers.

Sources of educational, training, and learning opportunities include:

1. College/University coursework or degree.
2. The Virginia Community College System, <http://www.vccs.edu/>
3. Join professional organizations such as the Society for Human Resource Management, <http://www.shrm.org/> or the International Public Management Association for Human Resources <http://www.ipma-hr.org>.
4. Explore the professional development opportunities offered through the Human Resource Institute of the Virginia Department of Human Resource Management, <http://www.dpt.state.va.us/training/hri/hri.html>
5. On-the-job training.
6. Certification programs from the Society for Human Resource Management, <http://www.shrm.org/> or International Public Management Association for Human Resources <http://www.ipma-hr.org>.

COMMONWEALTH COMPETENCIES

Competencies are a set of identified behaviors, knowledge, skills, and abilities that directly and positively impact the success of employees and the organization. Competencies can be observed and measured. When consistently demonstrated, competencies make employees particularly effective in their work. Competencies help lay out a road map to career success. You can use the Commonwealth Competencies to help improve your individual performance by adopting behaviors that make high performing employees successful in their jobs. In this way, you can use the Commonwealth Competencies for your further professional development.

The Commonwealth Competencies are:

1. Technical and Functional Expertise
2. Understanding the Business
3. Achieving Results
4. Serving the Customer
5. Teamwork
6. Interpersonal and Communication Skills
7. Leadership and Personal Effectiveness

The above competencies may be applied to employees throughout the Commonwealth of Virginia. They can be rank-ordered by agencies and hiring managers to represent the needs of a specific job. The rank ordering will change depending upon the occupation, an organization's priorities, the actual job requirements, and the supervisor's preferences.

Career success is both about what you do (applying your technical knowledge, skills, and ability) and how you do it (the consistent behaviors you demonstrate and choose to use) while interacting and communicating with others. Hopefully, by studying the Commonwealth

competencies, identifying your developmental opportunities, and working to refine your own competence, you can take charge of your career!

For additional information about the **Commonwealth Competencies** go to: http://jobs.state.va.us/cc_planningctr.htm. For the competencies, we first list the competencies and then define each. Finally, we list competency indicators; to describe what successful performance looks like.

COMMONWEALTH CAREER PATH

Career opportunities in the Commonwealth are not limited to moving “up” to the next highest role and pay band, changing positions, or to becoming a supervisor. That’s because most roles describe a broad group of occupationally related positions that perform a range of work that requires increased knowledge and skills. For that reason, Commonwealth roles describe the career paths within the same or higher-level role for the same or different Career Group. The broad salary range and the Commonwealth’s pay practices provide flexibility in recognizing career development and advancement. ([Salary Structure](#))

For example:

Pay Band	Practitioner Role		Pay Band	Manager Role
1	Administrative and Office Specialist I			
	↓			
2	Administrative and Office Specialist II			
	↓			
3	Administrative and Office Specialist III	→	4	<i>Opportunities depend upon the Career Group</i>
	↓			↓
4	<i>Opportunities depend upon the Career Group</i>	→	5	<i>Opportunities depend upon the Career Group</i>

Sample Career Path

Administrative and Office Specialist I

The Administrative and Office Specialist I role provides career tracks for operational and administrative support specialists such as the office support aides or postal aides providing entry-level support by performing well-defined office duties of a routine and repetitive nature under close supervision. The range of duties includes, but is not limited to, alphabetizing, filing, photocopying, sorting, delivering mail, and/or routine document processing.

Administrative and Office Specialist II

The Administrative and Office Specialist II role provides career tracks for operational and administrative support specialists such as office support assistants and secretaries who perform a wide variety of journey-level office/program and administrative support duties based on agency business needs. Duties are performed within specific guidelines using established

policies and procedures. The range of duties includes, but is not limited to, general office, secretarial, fiscal, and support activities.

Administrative and Office Specialist III

The Administrative and Office Specialist III role provides career tracks for operational and administrative support specialists, such as fiscal technicians, human resource assistants, claims technicians, medical records technicians, procurement technicians, licensing specialists, customer services representatives, executive secretaries, administrative assistants, office supervisors, and facilities coordinators. Duties range from journey-level to supervisory level and may include compliance assurance, report writing, reconciliation of information or financial data, records management, scheduling, claims review and processing, data collection and analysis, research, inventory, budget management, personnel administration, and funds collections or expenditures.

To progress to job opportunities beyond the **Administrative and Office Specialist III** Role, a Career Group change is needed. Consult with your supervisor or HR Generalist to gather more information regarding your Commonwealth career opportunities.

ADDITIONAL OCCUPATIONAL INFORMATION CAN BE FOUND AT:

O*NET (Occupational Information Network)

<http://online.onetcenter.org/>

Virginia Employment Commission

<http://www.alex.vec.state.va.us/>

Career One Stop

<http://www.careeronestop.org/>

Virginia Career Resource Network

<http://www.vacrn.net/>